

Will Ride-Hailing Enhance Mobility for Older Adults? A California Survey Dataset

Dataset available at: <https://doi.org/10.31979/mti.2020.1815>

(This dataset supports report **Will Ride-Hailing Enhance Mobility for Older Adults? A California Survey**, https://scholarworks.sjsu.edu/cgi/viewcontent.cgi?article=1324&context=mti_publications)

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The related final report **Will Ride-Hailing Enhance Mobility for Older Adults? A California Survey**, is available from the National Transportation Library's Digital Repository at <https://rosap.ntl.bts.gov/view/dot/53557>.

Metadata from the SJSU ScholarWorks Repository record:

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Description:

Ride-hailing services such as Lyft and Uber offer a potential mobility option for the growing numbers of aging Californians who risk social and economic isolation if they cannot drive for health or financial reasons. They could also serve older adults who currently have mobility options but would prefer a ride-hailing alternative for at least some trips.

This study addressed whether and how older Californians use ride-hailing, as well as the potential of this travel mode to meet the needs of older adults now and in the coming decade. An online survey was completed by 2,917 California adults aged 55 and older. This age range was chosen to include both current seniors (age 65 and older) and individuals who will soon be entering that age group (age 55 to 64).

The survey explored whether older Californians who have access to the internet used ride-hailing, how comfortable they were with ride-hailing service features that might present barriers to usage, whether they would value potential new ride-hailing service features designed to improve safety, accessibility, and payment options, and what reasons (if any) they saw to use ride-hailing. We also collected data on various factors hypothesized to influence ride-hailing use and behaviors, such as use of the internet and online banking.

Key survey findings indicated that 44% of respondents 65 years old and older had experienced ride-hailing and 27% had booked a ride themselves via phone or using the app. Also, the potential new ride-hailing service features that appealed to large numbers of today's and tomorrow's seniors include having a driver trained to help older passengers and the option to pay with a ride-hailing card that is not linked to a bank account or credit card.

Results also indicated that there were fewer large variations by personal characteristics than we anticipated would influence ride-hailing behavior and attitudes, such as gender, age, and regular use of technology. However, there were some clear differences by population subgroups, most noticeably by income, education, community type (e.g., urban vs. rural), and use of public transit.

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Dataset description:

This dataset contains 1 .zip file, 1815-Dataset.zip, containing 3 files in 3 formats (.xlsx, .txt, .pdf) described below.

- Data.xlsx: The .xlsx file can be opened with Excel, and other free available software, such as OpenRefine.
- Readme.txt: The .txt file type is a common text file, which can be opened with a basic text editor. The most common software used to open .txt files are Microsoft Windows Notepad, Sublime Text, Atom, and TextEdit (for more information on .txt files and software, please visit <https://www.file-extensions.org/txt-file-extension>).
- Survey.pdf: The .pdf extension is a short form of portable document file format. This is a standard file format which was developed by Adobe system back in the year 1993. PDF files are cross-platform, which signifies that they support both Windows and Mac operating system, also the Android platform in today's Smartphones. The pdf file extension are opened with most web browsers (e.g., Google Chrome, Microsoft Edge, Mozilla Firefox) or in proprietary applications such as Adobe products (for more information on .pdf files and software, please visit <https://www.file-extensions.org/txt-file-extension>).

National Transportation Library (NTL) Curation Note:

As this dataset is preserved in a repository outside U.S. DOT control, as allowed by the U.S. DOT's Public Access Plan (<https://ntl.bts.gov/public-access>) Section 7.4.2 Data, the NTL staff has performed *NO* additional curation actions on this dataset. NTL staff last accessed this dataset at <https://doi.org/10.31979/mti.2020.1815> on 2020-10-28. If, in the future, you have trouble accessing this dataset at the host repository, please email NTLDataCurator@dot.gov describing your problem. NTL staff will do its best to assist you at that time.